

UPDATED 8/28/2012

Immediate Action Expectation Reporting
Geographic Dental Managed Care - Sacramento
August 2012 Stakeholder Meeting Report

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Dental Plans Reporting

Access Dental Plan
Health Net Dental Plan
LIBERTY Dental Plan
Western Dental Plan

Next Reporting Due Date

August 2012 Immediate Action Reporting DUE Sept 5, 2012
August 2012 Utilization Reporting DUE Sept 20, 2012

Questions about reporting please email:

dentalmanagedcare@dhcs.ca.gov

TABLE 1

Beneficiary Letter Campaign	Access		Health Net		LIBERTY		Western	
Total calls received referencing letter/flyer	64		15		16		8	
Appointments Set	9		0		0		n/a	
Other Information Given/Questions Answered	55		15		16		0	
Grievances/Complaints Received	0		0		0		0	
Total number of undeliverable mail	1,629	6%	2,014	10%	1,710	7%	491	1%
Total number mailed	25,147		19,972		25,791		56,913	

NOTES:

Access - Mailing of Plan Brochure completed 6-28-2012

Health Net - Mailing of Plan Brochure 7-6-2012

LIBERTY - Mailing of Plan Brochure 7-6-2012

Western - Mailing of Plan Brochure 6-22-2012

*August data is due to DHCS 9-5-12.**Updated with 8-6-12 plan data submissions.****AS Updated 8-14-2012***

TABLE 2

Outbound Call Campaign	Access	Health Net	*LIBERTY	Western
# of Eligible (0-20) for month reporting	0	0	24,932	57,044
# of Calls Made	0	0	2,861	0
Wrong # and/or Phone # Out of Service	0 n/a	0 n/a	574 20.1%	0 n/a
Appt Scheduled	0 n/a	0 n/a	122 4.3%	0 n/a
Left Msg	0 n/a	0 n/a	1,232 43.1%	0 n/a
Member Declined	0 n/a	0 n/a	515 18.0%	0 n/a
Member Hung Up	0 n/a	0 n/a	n/a n/a	0 n/a
No Answer	0 n/a	0 n/a	418 14.6%	0 n/a
# of Appt. kept from Scheduled	98	n/a	n/a	0
# of Appts. Missed from Scheduled	89	n/a	n/a	0

LEGEND:

Initial call campaign is complete.

* LIBERTY #'s include CDS transitioned members.

If a section is marked n/a it means the plans either were not responsible to submit this information at all or at this time.

NOTES:

▪All calls made were to beneficiaries under 21 who had not had an appointment within the last 12 months.

▪All Plans are going to continue with a call campaign except Access (Access will follow up with offices on a monthly basis).

BEST PRACTICES:

▪The Customer Service Representative (CSR) was able to provide focused/ one-on-one assistance for members who had concerns and needed appointments.

▪CSRs were able to educate the members with small children regarding 1st birthday/1st tooth and the importance of the dental home.

▪Bilingual representatives to make the calls.

▪Making calls during the day, rather than after hours, was helpful when conducting 3-way calls to schedule appointments with dental offices.

▪Developing scripts for the CSRs to follow when introducing the subject to the member.

▪Following up with members, who were initially unavailable, helped to increase utilization.

August data is due to DHCS 9-5-12.

AS Updated as of 8-14-12

Updated with 8-5-12 plan data submissions.

TABLE 3

Pay for Performance Summary	Access	HealthNet	LIBERTY	Western
Total Providers:	21	23	33	23
# of Providers 4.0% or Above:	14	21	31	8
% of Total Providers:	66.7%	91.3%	96.9%	34.8%
# of Provider Below 3.33%:	5	2	2	9
% of Total Providers:	23.8%	8.7%	6.3%	39.1%
# of Providers on CAP:	0	8	9	9
# of Providers Under Review:	5	3	1	2
# of Providers w/closed enrollment:	0	1	5	8
# of Providers w/reinstated enrollment:	0	0	0	1

NOTES:

"Providers" reflects provider offices.

Percentages (%) are stand alone monthly utilization percentages.

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TABLE 4

Provider & Specialist Enrollment	Access	HealthNet	LIBERTY	Western
Total # of GP's Enrolled:	107	39	54	108
New GP's Enrolled:	18	0	0	0
Total GP's Disenrolled:	1	0	0	0
Total # of Specialists Enrolled:	45	179	179	90
New Specialists Enrolled:	0	0	0	5
Total # of Specialist Disenrolled:	1	0	0	0

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TABLE 5

Provider Education	Access	Health Net	LIBERTY	Western
# Of Providers Educated	17	20	20	3
Provider Concerns	None	N/A	N/A	0
Educational Materials and Education Strategy	<p>Appointment accessibility. Overall GMC Appointments scheduled, Canceled and rescheduled. Wait time in the office and operatory were reviewed.</p> <p>Call campaign and member follow up (reschedule/no shows). Reviewed and discussed importance of Encounter submission possibly on a weekly basis.</p>	N/A	N/A	<p>Educational powerpoint. Sit down with office manager/DDS. Goes through benefits for children, pregnant women, and FRADS. Remind of scheduling timeframe, age 1 visit, 0-3 (D0145) visit.</p>

LEGEND:

n/a - did not capture information during reported period

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AS Updated as of 8-14-12

TABLE 6

FQHC Enrollment Tracking	Access	Health Net	Liberty	Western
The Effort-Oak Park	Contracted	Contracted	Contracted	Contracted
The Effort-North Highlands	Contracted	Contracted	Contracted	Contracted
The Effort - South Valley**	In Process	In Process	In Process	In Process
Sacramento Community Clinic	Contracted	Contracted	Contracted	Contracted*
Native American Health Clinic	Onsite visit 6-6-2012 to encourage enrollment, no call to date.	Not contracted	Not contracted	Reached out, does not contract with HMO's

LEGEND:

* Sacramento Community Clinic shows as Health & Life Organization

**South Valley opening end of summer 2012, Sept 2012

NOTES:

Health & Life Organization and The Effort-Marysville does not provide dental services (Access reached out)

REPORTING CHANGE REQUEST:

- 1) # of beneficiaries assigned to the FQHC and percentage of population served by plan.
- 2) Utilization by FQHC by Plan
- 3) # of DDS providing services in FQHC

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TABLE 7

Timely Access Report Summary		Access	HealthNet	LIBERTY	Western
Month Total Enrollee Count:		52,635	33,871	38,375	89,823
Month Total Under 21 Enrollee Count:		34,160	20,000	25,422	57,044
Month Total Over 21 Enrollee Count:		18,475	13,871	12,953	32,779
Avg # of Days to Schedule	Initial Appt:	9	11	10	7-14
	Avg # of Days to schedule Routine Appt:	11	11	10	7-14
	Avg # of Days to schedule Preventive Appt:	9	11	10	7-14
	Avg # of Days to schedule Emergency Appt:	1	1	1	1
# of	No Show Appt:	497	n/a	n/a	n/a
	Rescheduled Appt:	84	n/a	n/a	n/a
Are Interpreter Services Available:		Yes	Yes	Yes	Yes
Answering Services Available:		Yes	Yes	Yes	Yes
Avg. Ratio of Member to Primary Care Dentist:		1/1,189	1/438	1/210	1/409
Total # of Members who are assigned to a PCD who is more than 30 min. or more than 10 miles from their residence:		358	230	255	229
# of Routine Authorizations Received		18	212	228	97
% of Routine Authorizations Approved	Within 5 business days	100%	100%	99%	99%
	Within 10 business days	100%	100%	100%	99%
	Outside of 10 business days	0%	0%	0%	1%
Total Claims Received		3,191	1,452	2,173	343
% Claims Paid	Within 90 days	100%	100%	100%	100%
	Outside of 90 days	0%	0%	0%	0%
Specialist Referrals for the Month (under 21)	Received:	46	200	220	169
	Approved:	40	183	196	164
	Denied (clinical):	0	2	3	4
	Denied (administrative):	6	15	21	1
	Completed:	7	209	145	169
	Expired:	24	10	30	n/a

LEGEND:

n/a means the plan did not capture this information during the reporting period

NOTES:

▪Specialist Referrals expire after 90 days from date of issue with the exception of Western (45 days). There are always exceptions for extensions.

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TABLE 8

Semi-Annual Utilization	Access	HealthNet	LIBERTY	Western*
Under 21				
Continuously Enrolled:	27,800	13,226	13,081	50,799
Unique Users:	9,107	3,276	3,859	13,157
Percentage:	32.8%	25.0%	30.0%	25.9%
Annualized	65.5%	50.0%	60.0%	51.8%
Ages 6-10				
Continuously Enrolled:	6,445	3,325	3,545	12,537
Unique Users:	2,834	1,051	1,273	3,886
Percentage:	44.0%	32.0%	36.0%	31.0%
Ages 5 and under				
Continuously Enrolled:	6,627	4,997	3,880	14,122
Unique Users:	1,671	1,048	1,065	2,983
Percentage:	25.2%	21.0%	27.0%	21.1%
Ages 3 and Under				
Continuously Enrolled:	3,155	3,186	2,259	7,585
Unique Users:	463	410	437	854
Percentage:	14.7%	13.0%	19.0%	11.3%
Age 1 (1-under 2)				
Continuously Enrolled:	1,409	1,052	735	3,233
Unique Users:	110	56	71	292
Percentage:	7.8%	5.0%	10.0%	9.0%

LEGEND:

*Western is currently making system changes to report.

NOTES:

1) Continuously Enrolled: Eligible who are enrolled in the plan in measurement period for the ¹entire measurement period.

2) Unique Users: Unduplicated children who received at least one or more dental procedures during the measurement year.

3) Percentage: Unique Users/Continuously Enrolled

¹Entire measurement period was chosen because in calculating the first and second quarter reports the 11/12 month standard would not be applicable.

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